

Orkney Housing Association is governed by a voluntary Management Committee elected at our AGM. The Committee's role is to set strategy and monitor our performance.

Day to day operational management is carried out by the Leadership Team and services delivered by our excellent staff team.

Some of the Committee's main functions include: approving budgets, reviewing policies, diligent financial management, major decision making, and organisational direction and good governance to ensure statutory and regulatory requirements are met.

We send out an update like this after each formal Management Committee meeting (normally 6 per year).

Members present 26 November 2025

- John Foster
- Brian Kynoch
- Suzanne Lawrence
- Fiona Lettice
- Bruce Pilkington
- John Rodwell
- John White
- Roella Wilson



Clockwise, top left:

Roella Wilson

Brian Kynoch (Chair)

Fiona Lettice (Vice-Chair)

Mervyn Sandison

John Foster

John Rodwell

Suzanne Lawrence

Bruce Pilkington

MaryAnn Lewis

John White

ORKNEY COMMUNITY HOUSING BONDS

Members received an update on progress with the Housing Bonds. Following promotional work including a Radio Orkney interview, a short video released on social media, drop-in sessions and presentation, a very positive response had been received from the community.

To date, around 250 prospectuses had been issued, and a significant number of applications received.

Further drop-in sessions have been arranged for 01 and 08 December and a number of presentations arranged for interested local business/organisations.



OFFER TO INVEST
VIA THE PURCHASE OF
**ORKNEY Community
Housing Bonds**

Delivering quality affordable housing
for the communities of Orkney

Minimum target raise £1,000,000
Offering 50.03% all time rate
of return over 10 years



ANNUAL RENT REVIEW

In January 2024 a 3-year approach had been agreed and a framework approved to provide stability for tenants and to support long-term planning. This review informed members that the planned 4% increase was still viable for the organisation so the agreed rent increase for 2026/27 remains as planned at 4%.

GOVERNANCE MATTERS

Annual Assurance Statement (AAS)

This is the means by which our Management Committee provide assurance to the Scottish Housing Regulator on the Association's performance. Continuous assessment has been ensured by having this as a standing item on every agenda. Members noted that the 7th Annual Assurance Statement had been submitted to the Regulator and a copy uploaded to our website. Members agreed that no material changes are required to the AAS since its submission, noted one notifiable event, the update to the list of Governance Related Policies, and the additions to the Evidence Bank in relation to Regulatory Requirements and Standards.

Policy Reviews

Members noted outstanding Policy work and approved revisions to the Services Policy.

Performance & Resources Sub-Committee Report

Members noted that at the end of Quarter 2, 15 out of 18 KPIs are being met. Q2 finances showed that turnover was in line with the budget. Care & Repair reported a busy quarter.

Staffing Update

Members received a paper which outlined recent successful recruitment and detailed staff professional training and development qualifications.

Annual Committee Meeting Schedule

Members agreed a proposed schedule of meetings for 2026/27.

6-month Complaints & Compliments Report

Information on the number of complaints received in the first 6 months was presented to members. 26 complaints had been received (49 last year), with significant decreases around applications, repairs & maintenance, recharges and staff. 20 (77%) complaints were responded to within the recommended timescales. The average number of days taken to resolve a Stage 1 complaint was 3.81 (target = 5) and Stage 2, 20 days (target = 20).

During the same period we recorded 102 (141 last year) unsolicited compliments which we were delighted to receive. 84 of these were attributable to OHAL and Care & Repair staff, and 18 to third party contractors.



Review of Tenancy Sustainment Fund

Members noted that this Fund has been a valuable support to tenants at point of crisis, and demand for help is anticipated to rise given the ongoing cost of living crisis and the number of tenants deemed to be living in poverty.

There has been a marked increase in the number of tenants with complex needs who are struggling to access support from statutory services. Since April 2025, the Association has helped 40 tenants with vouchers.

Business Plan Progress

Members received a report which provided information on performance against the Operational Plan at the end of quarter 2. Of the 13 Actions, one was completed, one partly completed and 11 not yet due.

Fifteen of the 18 KPIs are being met, with the other 3 expected to be met over the course of the year.

Treasury Review

Members received an update on the refinancing programme which sought authority to repay one loan early to free up the security. This followed a tender exercise for finance to meet the Association's short and long-term funding requirements, the results of which had been presented to Members at a previous meeting.

Development Update

- ⇒ Walliwall 9A, Kirkwall: work on 8 low cost home ownership properties is progressing with completion scheduled for March 2026.
- ⇒ Walliwall 10, Kirkwall: 41 new homes with a mix of tenure types are planned for this site.
- ⇒ The purchase of 2 properties in Rendall are underway to be included in rental stock.
- ⇒ Design work is moving forward for possible future developments at Toab, Burray and St Mary's.
- ⇒ The Association continues to explore opportunities for land purchase and members will be kept informed of progress.